

CSC Adopted: October 2001 , CSC Revised: _____

Class Title: Information Technology Telecommunication Analyst III

BRIEF DESCRIPTION OF THE CLASSIFICATION:

Designs, installs and maintains voice networks and integration. Develops policies and telecommunications contracts. Assists with the preparation of telecommunications budgets. Prepares and evaluates contracts and proposals for telecommunications projects. Provides advanced technical support and consultation for a range of telecommunication technologies. Supervises Voice Telecommunication personnel and sets direction, priorities and goals for voice telecommunication projects and initiatives.

ESSENTIAL FUNCTIONS:

This information is intended to be descriptive of the key responsibilities of the classification. The following examples do not identify all duties performed by any single incumbent. Specific requirements of individual positions are described in the Job Description.

	Physical Strength Code	ESSENTIAL FUNCTIONS
1	L	Performs various voice network functions by analyzing requests for voice network services, preparing cost estimates and requisitions to secure voice network services, recommending equipment and support levels, and designing, coordinating, installing and maintaining voice network hardware and software.
2	L	Performs administrative and security-related duties for voice network operating systems, PBX's and backup solutions, coordinating services to city agencies and between both city and state agencies for essential voice network functions.
3	S	Updates telecommunications documentation by developing policies, procedures and technical manuals and maintaining voice network diagrams and the technical library.
4	S	Assists in the preparation of the voice telecommunication budget by coordinating and reviewing invoices, bills and other documents related to voice telecommunications services.
5	S	Prepares and evaluates proposals and contracts for voice telecommunication services and infrastructure by providing technical direction for departmental and non-departmental technology contracts and proposals.
6	S	Supervises Voice Telecommunications personnel by providing direction, setting priorities, producing project plans and coordinating resources to accomplish organizational and departmental goals and initiatives.

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CLASS REQUIREMENTS	
Formal Education / Knowledge	Work requires broad knowledge in a general professional or technical field. Knowledge is normally acquired through four years of college resulting in a Bachelor's degree or equivalent.
Experience	Five years experience.
Certifications and Other Requirements	Valid Driver's License
Reading	Work requires the ability to read reports, bid responses, memorandum, letters, and general correspondence.
Math	Work requires the ability to perform general math calculations such as addition, subtraction, multiplication and division.
Writing	Work requires the ability to write reports, proposal requests, surveys, memorandum, and general correspondence.
Managerial	Managerial responsibilities include overseeing daily duties of the telephone technicians, managing contractors and vendors, and planning new projects.
Budget Responsibility	Prepares documents and does research to justify language used in documents for a unit of a department and may recommend budget allocations.
Supervisory / Organizational Control	Work requires functioning as a lead worker performing essentially the same work as those directed, and includes overseeing work quality, training, instructing, and scheduling work.
Complexity	Work requires analysis and judgment in accomplishing diversified duties. Work requires the exercise of independent thinking within the limits of policies, standards, and precedents.
Interpersonal / Human Relations Skills	Contacts others within the organization. These contacts may involve similar work units or departments within the City which may be involved in decision making or providing approval or decision making authority for purchases or projects. Works with individuals outside the City who may belong to professional or peer organizations. Working with various state and federal agencies may also be required. Vendors and suppliers may also be called upon for information on purchases, supplies or products. Meetings and discussions may be conducted with customers, brokers and sales representatives.

CSC Adopted: **October 2001** , CSC Revised: _____**OVERALL PHYSICAL STRENGTH DEMANDS:**

Sedentary	X	Light	Medium	Heavy	Very Heavy
S = Sedentary Exerting up to 10 lbs. occasionally or negligible weights frequently; sitting most of the time		L = Light Exerting up to 20 lbs. occasionally, 10 lbs. frequently, or negligible amounts constantly OR requires walking or standing to a significant degree.	M = Medium Exerting 20-50 lbs. occasionally, 10-25 lbs. frequently, or up to 10 lbs. constantly.	H = Heavy Exerting 50-100 lbs. occasionally, 25-50 lbs. frequently, or up to 10-20 lbs. constantly.	VH = Very Heavy Exerting over 100 lbs. occasionally, 50-100 lbs. frequently, or up to 20-50 lbs. constantly.

PHYSICAL DEMANDS:

C = Continuously 2/3 or more of the time.	F = Frequently From 1/3 to 2/3 of the time.	O = Occasionally Up to 1/3 of the time.	R = Rarely Less than 1 hour per week.	N = Never Never occurs.
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This is a description of the way the job is currently performed; it does not address the potential for accommodation.

PHYSICAL DEMANDS	FREQUENCY CODE	DESCRIPTION
Standing	F	Assisting personnel
Sitting	F	Computer, desk work, meetings
Walking	F	Inter-office, to/from office equipment
Lifting	F	Equipment, office supplies
Carrying	F	Equipment, office supplies
Pushing/Pulling	O	Equipment, file cabinet drawers
Reaching	O	Equipment, office supplies, telephone, filing
Handling	F	Equipment, office supplies, paperwork
Fine Dexterity	F	Computer keyboard, writing, calculator, repairing equipment
Kneeling	O	Repairing equipment
Crouching	O	Repairing equipment
Crawling	R	Repairing equipment
Bending	O	Repairing equipment
Twisting	O	Repairing equipment
Climbing	R	Stairs, ladders, running cables
Balancing	R	On stairs and ladders
Vision	C	Computer monitor, reading, writing, maintaining equipment
Hearing	C	Communicating with personnel and general public, on telephone, meetings
Talking	F	Communicating with personnel and general public, on telephone, meetings
Foot Controls	N	
Other (specify)	N	

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Standard hand tools, copy machine, fax machine, telephone, general office supplies, computer, printer, standard Microsoft Windows and Office software

ENVIRONMENTAL FACTORS:

D = Daily	W = Several Times Per Week	M = Several Times Per Month	S = Seasonally	N = Never
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HEALTH AND SAFETY		ENVIRONMENTAL FACTORS	
Mechanical Hazards	N	Dirt and Dust	W
Chemical Hazards	N	Extreme Temperatures	N
Electrical Hazards	M	Noise and Vibration	N
Fire Hazards	N	Fumes and Odors	N
Explosives	N	Wetness/Humidity	N
Communicable Diseases	M	Darkness or Poor Lighting	M
Physical Danger or Abuse	N		
Other (see 1 below)	N		

PRIMARY WORK LOCATION	
Office Environment	X
Warehouse	--
Shop	--
Vehicle	--
Outdoors	X
Other (see 2 below)	--

(1)

(2)

PROTECTIVE EQUIPMENT REQUIRED:

None

NON-PHYSICAL DEMANDS:

C = Continuously 2/3 or more of the time.	F = Frequently From 1/3 to 2/3 of the time.	O = Occasionally Up to 1/3 of the time.	R = Rarely Less than 1 hour per week.	N = Never Never occurs.
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NON-PHYSICAL DEMANDS	
Time Pressures	F
Emergency Situations	F
Frequent Change of Tasks	F
Irregular Work Schedule/Overtime	O
Performing Multiple Tasks Simultaneously	F
Working Closely with Others as Part of a Team	F
Tedious or Exacting Work	O
Noisy/Distracting Environment	R
Other (see 3 below)	N

(3)